



Department of Planning, Housing, & Community Development

Mayor, Richard C. David
Director, Dr. Juliet Berling

Summary of Minutes Language Assistance Plan Steering Committee Meeting Wednesday, October 28, 2015 Conference Room-Planning Housing & Community Development

An audio recording of this proceeding is on file with the Department of Planning, Housing and Community Development.

CALL TO ORDER

Acting Chairman Hilliker called the meeting to order at approximately 2:00 PM.

ROLL CALL

Present: Hilliker, Croteau, Hazenstab, Huang, Schaffer, Sullivan

Absent: Chamberlin

Vacant: 0

Staff Present: Carson

Members

- Chair: Shannon Hilliker- Binghamton University English as a Second Language Program
- Teri Chamberlin, Association for Vision Rehabilitation and Employment
- Joe Croteau, SUNY Broome Students with Disabilities
- Ronald Hazenstab, Binghamton City School District / American Civic Association
- Mengchen Huang- Binghamton University Multi Cultural Resource Center
- Heather Schaffer, Southern Tier Independence Center
- Jessie Sullivan, BC Department of Social Services

City of Binghamton Staff

- Stephen Carson, Grants Administrator
- Shaloma Wagstaffe, Project Coordinator

1. Necessary Services and Priorities

First step is to outline what services are necessary for communication accessibility as well as identify spoken languages and different communication methods in the study area. Services they require or have trouble accessing. Once determined, compile information to make a plan while prioritizing issues such as medical attention.

2. Survey Discussion

Steve Carson suggests using surveys to gather information about required services. A sample questionnaire from the State department of Education was viewed as a template to the LAP study. Used as a model. Should surveys be representative of a entire household unit or per person. Steering committee agreed that each survey should reflect household needs.

Mengchan spoke about an interactive website BU Students had developed for ESL and LEP persons. Believes collaboration with the city could be fruitful to expanding and creating a comprehensive website to extend past the 5 languages they currently have.

a. Questions:

- What language or languages do you speak?
- What language or languages are spoken in the home or residence?
- What level of English you speak? Read? Comprehend? and Write?
- Anyone in household suffer from visual/hearing impairment?
 - Levels of understanding: None, Beginners, Intermediate, Expert
- Check boxes for services required or trouble accessing
 - 1-Crisis & Emergency 2- Communication Support, Translation, Interpretation
 - 3-Disaster Assistance 4-Food 5-Cultural Services
 - 6-Health 7 -Housing & Utilities 8-Legal Govt. (citizenship, immigration)
 - 9-Jobs & Support 10 -Reentry (previously incarcerated)
 - 11-Addiction & Rehab 12-Mental Illness or Special needs
 - 13-Safety (physical or domestic abuse) 14-Transportation
 - 15-Education (Legal/Government) 16 -LGBTQ Services
- No names, but age and gender questions
- No addresses
- Preferred and secondary method of communication

b. Translations

- The survey needs to be translated

-The completed plan needs to be translated as well

c. Availability/Distribution

- Make target group aware that they have a right to these services
- Can direct plan to the separate entities of society, word of mouth circulation
- Door to door, Binghamton University other schools, ACA, Libraries
- Media outreach (radio), Mayoral press release
- Paper copies, City Website, Electronic options
- Ethnic restaurants, supermarket
- Large print surveys for visually impaired

d. Returning the surveys:

- Asking businesses that circulate surveys to also act as drop-offs points
- Return by mail option
- Regularly scheduled pick up of surveys by personnel
- Electronic copies returned via email
- Intake day with refreshments at chosen agencies

Next meeting has been scheduled for December 2nd, 2015 at 2pm

3. Adjournment 3:26pm